Bachelor Housing Service Level Descriptors - Summary

- **SL1:** Bachelor Housing meets all mission elements: professionally operated, very attractive facilities, impeccably clean and maintained.
  - 95% of eligible personnel housed adequately
  - 100% of rooms furnished in “Whole Room Concept”
  - Furnishings (case goods) are less than 6 years old
  - Soft goods are less than 3 years old
  - Staff retention maintained at 70% or greater
  - Routine trouble calls resolved within 24 hours
  - Accreditation level at Navy 5 Star – Zumwalt

Bachelor Housing Service Level Descriptors - Summary

- **SL2:** BH meets most mission elements: well operated, attractive facilities, comfortable and adequately maintained. Impact:
  - 90% of eligible personnel housed adequately
  - 80% of rooms furnished in “Whole Room Concept”
  - Case goods are less than 7 years old
  - Soft goods are less than 4 years old
  - Staff retention reduced to 50%
  - Routine trouble calls resolved within 48 hours
  - Accreditation level at Navy 4 Star

Bachelor Housing Service Level Descriptors - Summary

- **SL3:** BH meets only some mission elements: noticeable operational problems, clean, but poorly maintained facilities. Impact:
  - 85% of eligible personnel housed adequately
  - 50% of rooms furnished in “Whole Room Concept”
  - Case goods are less than 10 years old
  - Soft goods are less than 7 years old. Some broken items; noticeable wear and tear on facilities and equipment.
  - Staff retention reduced to 20%
  - Routine trouble calls resolved within 3 working days
  - Accreditation level at Navy 3 Star

Bachelor Housing Service Level Descriptors - Summary

- **SL4:** BH does not meet mission: poorly operated, unkempt facilities, poorly maintained with major system outages. Impact:
  - Less than 85% of eligible personnel housed adequately
  - Less than 50% of rooms furnished in “Whole Room Concept”
  - Case goods are more than 10 years old
  - Soft goods are greater than 7 years old. Significant level of broken items; significantly worn bedding, carpeting, and window treatments.
  - Staff retention less than 20%
  - Routine trouble calls resolved in excess of 3 working days
  - No Accreditation- does not basic standards

Bachelor Housing Service Level Descriptors - Facilities

- **SL1:** At least 95% of eligible personnel are housed at or above assignment standards. No more than 10% of trouble calls are repeats. The front desk is within easy walking distance of the furthest billeting facility (< 1/4 mile).
- **SL2:** 90 to 95% of eligible personnel are housed at or above assignment standards. 10 to 20% of trouble calls are repeats. The front desk is between 1/4 and 1/2 mile from the furthest billeting facility.
- **SL3:** 85 to 90% of eligible personnel are housed at or above assignment standards. 20 to 30% of trouble calls are repeats. The front desk is between 1/2 to one mile away from the furthest billeting facility.
- **SL4:** Less than 85% of eligible personnel are housed at or above assignment standards. More than 30% of trouble calls are repeats. The front desk is one mile or more from the furthest billeting facility.

Bachelor Housing Service Level Descriptors - Staffing

- **SL1:** Staff retention exceeds 70%. Recruiting time for replacements is < 2 weeks. At least 70% of staff is professionally certified. Staff morale is high.
- **SL2:** Staff retention is between 50 and 70%. Recruiting time for replacements is between 2 and 3 three weeks. Between 60 and 70% of staff is professionally certified. Staff morale is good.
- **SL3:** Staff retention is between 20 and 50% resulting in higher training costs. Noticeable gaps in filling vacancies results in some task delays. Between 50 and 60% of staff is professionally certified. Staff morale is low.
- **SL4:** Staff retention is < 20% resulting in excessive training costs. Administrative tasks are delayed or ignored. Less than 50% of staff is professionally certified. Little opportunity exists to complete requirements in the foreseeable future. Staff morale severely deteriorated.

Bachelor Housing Service Level Descriptors – FF&E

- **SL1:** All rooms furnished using “Whole Room Concept.” Age of furniture (case goods) between 5 and 6 years. Age of soft goods (carpeting, draperies, mattresses, and bedspreads) between 2 1/2 to 3 years.
- **SL2:** More than 80% of rooms furnished using “Whole Room Concept.” Age of case goods between 6 and 7 years. Age of soft goods between 3 and 4 years.
- **SL3:** Between 50 and 80% of rooms furnished using “Whole Room Concept.” Age of case goods between 7 and 10 years. Age of soft goods between 4 and 5 years.
- **SL4:** Majority of rooms not furnished using “Whole Room Concept.” Age of case goods > 10 years. Case goods in need of repair. Age of soft goods > 5 years. Soft goods dirty and in extremely poor condition.

Bachelor Housing Service Level Descriptors - Service

- **SL1:** Bachelor Quarters (BQ) waiting list time < 2 months. 80 to 100% of customer comments are favorable. Routine trouble calls resolved within 24 hours. **Navy 5 Star-Zumwalt Award**.
- **SL2:** BQ waiting list time between 2 and 4 months. 75 to 80% of customer comments are favorable. Routine trouble calls handled in 24 to 48 hours. **Navy 4 Star**.
- **SL3:** BQ waiting list time between 4 and 6 months. 70 to 75% of customer comments are favorable. On average, routine trouble calls handled within 3 working days. **Navy 3 Star**.
- **SL4:** BQ waiting list time > 6 months. Less than 70% of customer comments are favorable. Routine trouble call response > 3 working days. BH fails to meet Basic Accreditation; requires much work to attain Navy 3 Star.